G.A.I.C.
Meeting Minutes
May 18, 2005

Attendees: *James Lamphere, Gwen Thorpe, Rita Dey, Michelle Zulhke, Trish Owen, Brian Pillard, Doug Thomas, and Terry Lowe*

Approval of Minutes
April minutes were approved as distributed.

Statistics
April was down from March in most areas. There were a few offices with increased hits in April. The City Council web hits were up from 70,000 in March to 106,000 hits in April. The County Weed Control Office also had an increase. The net total reduction was about 350,000. In spite of the reductions we still had over 9,300,000 NT hits. The multiprise had over 1.8 million hits with the Assessor and Deeds Sstems accounting for nearly 1.6 million of those hits. There were nearly 1.2 million images accessed with over 500,000 being Assessor photos and over 630,000 IMS maps being loaded. The CJIS platform had an all time high of 348,000 hits. Lastly, there were nearly 20,000 contractor hits on the Building and Safety secured web site. There were over 436,593 total user sessions in April, which is an all time high as was the daily average. We had over 107,000 unique user sessions.

ePayments
Epos is now working and accepting all forms of revenue. Nearly $187,000 was collected via Epos in April. It is a little down from March but it is expected due to property taxes being wrapped up. In addition, another $40,000 was collected via Verisign, (the old payment method). Over 5 million transactions have been processed to date.

Web Applications
Phase I for ACTION is scheduled for a Mid June rollout. June 10th has been set as the demo date for ACTION to be shown to some of the internal users as well as some neighborhood associations members and the Mayor's Office. The public will be able to be anonymous or sign in to the website to see where the process is on their particular concern. This will create some standardization and create a one stop shop for reporting problems or making requests for services. Water billing processes are being finished up and we are now waiting for the green light to start offering ebills with a significantly expanded on line look up capability. We are building a new EO system so that you can go inside Intralinc to track the status of Executive Orders. This will be an internal application for user departments to utilize. The time frame is still a few weeks away. This will replace Smart. Nick will be handling the paperless Council packet environment and taking on more responsibilities on the web site.

New Business
US Bank has a new product ,that the State has bought and is using, it's an ePay card. What this ePay card does is pay benefits to beneficiaries through a Visa or ATM cards and not print a check. The State is also using this for employees as well. This alleviates the need for these employees to have a bank account. Basically, the salary is posted to the card and the person can

use it at ATM's to access their money or buy goods. There was a discussion on PIN numbers and service fees. There is a small fee associated with the ePay card but the State is covering the fees. This would be advantageous for employees that have a hard time setting up a bank account.

Issues surrounding a policy on how to handle the HIPAA regulations regarding personal devices when retirees and or when personnel leave the County was discussed with no actual conclusion. This is an area where we probably should consider drafting a new policy or modify an existing one to make sure it is covered. How is the information on that device is store and removed? The most natural solution is having the IS Department clean up the device. Everyone agreed that passwords do not have enough security and other security measures would have to be used One solution could be an encryption put on the device. This will have a two-fold effect. One, it can be easily deactivated if the person leaves employment or retires. Second, if the device is lost it can also be deactivated and the party finding the device will not be able to access information without proper authorization . HIPAA regulations will also restrict camera phones in certain departments. Also the computer acquisition policy also needs to be finalized.

Next Meeting
June 15, 2005